



2003 Baldrige Regional Conferences

September 23, Cincinnati, OH • October 9, Scottsdale, AZ

Join us for a day of dynamic learning and networking with the 2002 Malcolm Baldrige National Quality Award recipients:



- **Motorola's Commercial, Government, and Industrial Solutions Sector (CGISS)**—worldwide supplier of two-way radio communications and integrated communications and information technology solutions
- **Branch-Smith Printing Division**—family-owned printer in Fort Worth, TX with 68 employees
- **SSM Health Care**—private, not-for-profit health care system based in St. Louis, MO, the first Baldrige Award recipient in the health care category

as well as Award recipients from prior years.



NEW THIS YEAR—A Pre-Conference Workshop for Baldrige Beginners

www.baldrige.nist.gov



NIST



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2003 BALDRIGE REGIONAL CONFERENCES

Spend a day with the 2002 Baldrige Award recipients, as well as past Award recipients, learning about their best practices and performance strategies in all seven Baldrige Criteria Categories:

- Leadership
- Strategic Planning
- Customer and Market Focus/Focus on Patients, Other Customers, and Markets
- Information and Analysis
- Human Resource/Staff Focus
- Process Management
- Results

Take home valuable tips for applying the Baldrige Criteria to your whole organization to improve your performance and strengthen your results.

September 23, 2003

Hilton Cincinnati Netherland Plaza Hotel, Cincinnati, OH

October 9, 2003

Hilton Scottsdale Resort and Villas, Scottsdale, AZ

Value-priced at under \$500, with additional discounts for faculty, group, and advanced registration.

For up-to-date conference information and online registration, visit our Web site at www.baldrige.nist.gov, or call **301-975-2036** for more information.

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